

INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

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36-1798 **09/029,318**

Applicant

POTTER et al.

Filing Date

Gr up

November 20, 2003

Unassigned

U.S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

TRANSLATION

OTHER DOCUMENTS (including Author, Title, Date, Pertinent pages, etc.)

<i>CHS</i>	Paris, "The Next Generation Call Center", TELCOM REPORT INTERNATIONAL, Vol. 19, No. 4, 1996, DE, pages 9-11, SP000618796
<i>CHS</i>	Rosenberg, "New Tools Needed for Call Center Design", BUSINESS COMMUNICATIONS REVIEW, Vol. 26, No. 8, August 1996, US, pages 51-53, XP000618776
<i>CHS</i>	ITU, "Line Transmission of Non-telephone signals", 01/30/1996, 1-74

***Examiner**

Csmth

Date Considered

9/05

Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to application.